



## Problem Resolution Report

CoSD Contract no. 537863

HHSA Desktop Hard Drive Encryption  
HP/CoSD-108



**Date:** December 6, 2013

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on April 5, 2012 and May 5, 2013 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

HHSA has requested a new Resource Unit to cover the installation, maintenance, support and software licensing of hard disk encryption on desktop computers utilizing County standards.

### **Resolution:**

1. Add a Resource Unit for Desktop Hard Drive Encryption to provide this feature only for the HHSA desktops for which it is required:

- HHSA Desktop Hard Drive Encryption Monthly Fee \$8.88 /Desktop.

This RU Fee is based on an average volume of 500 Desktop Hard Drive encrypted per month. In the event this volume is not reached within 90 days from the date of this PRR, the Parties agree to renegotiate in good faith the RU Fee to reflect the actual volume. If, at any time after the initial 90 days, the sustained volume exceeds +/- 10% of the expected 500 units per month, the Parties agree to negotiate in good faith the RU Fee to reflect the variations in volumes.

2. The encryption solution will utilize County standards, be developed and tested for Windows XP and Windows 7, and be consistent with the solution previously engineered for laptops and tablets.

3. A new Resource Unit Fee for the Desktop Hard Drive Encryption is added to Schedule 16.1, Exhibit 16.1-1 and Exhibit 16.1-2 as per Attachment 1 and Attachment 2 to this PRR.

4. Schedule 4.3 Operational Services of the Agreement will be modified as called out in Attachment 3 to this PRR.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By:

Name: John M. Pellegrino

Title: Director Department of Purchasing  
and Contracting

Date: 12/9/13

HP ENTERPRISE SERVICES, LLC

By:

Name: Max Pinna

Title: Contracts Manager

Date: December 6, 2013

PRR 108 Desktop Encryption - Attachment 1

Resource Link	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee (90% to 110% band)	Baseline Volume (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (100% to 120% band)	Resource Unit Fee (120% to 150% band)	Measurement Specific Measurement unit last day of month or cumulative use during month	Depreciation Time Period (in Years)
Desktop Encryption	Desktop Services - Personal Computing Services-Section 4.4	Desktop	Fixed monthly fee per unit	Software license/annual maintenance, one-time and recurring labor for MSI pushload, security monitoring, billing set-up, help desk scripts (same for refresh desktop), break-fix/help desk/billing support.	\$ 8.88	6000	\$ 53,280.00	NA	NA	NA	NA	NA	Specific	4

## PRR 108 Desktop Encryption - Attachment 2

[illegible]

PRR 108 Attachment # 3

4.4.3.2.1. Standard PCs

The Contractor will offer hard drive encryption services, under the HHSA Desktop Hard Drive Encryption Resource Unit, for those HHSA Standard PC assets the County has deemed require this service.